

## Appendix 2 Service Standards

Western Province: Drakenstein Municipality(WC023) - Schedule of Service Delivery Standards Table 2018/2019

Standard	Description	Service Level
<b>Solid Waste Removal</b>		
Premise based removal (Residential Frequency)		Weekly
Premise based removal (Business Frequency)		once, 2 x and 3x per week
Bulk Removal (Frequency)		On request
Removal Bags provided (Yes/No)		Yes, only to informal settlements
Garden refuse removal Included (Yes/No)		Yes only on request
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas excluding CBD		According to 6-8 week integrated schedule
How soon are public areas cleaned after events (24hours/48hours/longer)		24 hours
Clearing of illegal dumping (24hours/48hours/longer)		from 24 hours to 72 hours
Recycling or environmentally friendly practices (Yes/No)		Yes
Licenced landfill site (Yes/No)		Yes
<b>Water Service</b>		
Water Quality rating (Blue/Green/Brown/No drop)		No assessment done this year
Is free water available to all? (All/only to the indigent consumers)		All
Frequency of meter reading? (per month, per year)		Yes available to all
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)		Three Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Three Months
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>		
One service connection affected (number of hours)		within 24hrs
Up to 5 service connection affected (number of hours)		4-6 hrs day/night hours
Up to 20 service connection affected (number of hours)		4-6 hrs day/night hours
Feeder pipe larger than 800mm (number of hours)		24 hours - repairs normally takes longer to fix longer due to larger diameter pipes ± 175 litres/second for Drakenstein area and include water to factories (require water 24 hrs per day)
What is the average minimum water flow in your municipality?		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		± 3 weeks when reported and this is due to shortages of qualified staff
How long does it take to replace faulty water meters? (days)		No
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		
<b>Electricity Service</b>		98%
What is your electricity availability percentage on average per month?		Yes
Do your municipality have a ripple control in place that is operational? (Yes/No)		estimated saving per day is between R20 000.00 and R40 000 depending on the season.
How much do you estimate is the cost saving in utilizing the ripple control system?		Monthly
What is the frequency of meters being read? (per month, per year)		Three Months
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)		Three Months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)		Normally within one day
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)		Yes
Are accounts normally calculated on actual readings? (Yes/no)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		within one day Electricity Supply By-law November 2014
How long does it take to replace faulty meters? (days)		The current losses is kept well below the normal national 10%. Current losses is below 5%
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		within 30 days when all relevant documentation is received supply can be provided within 30 days
How effective is the action plan in curbing line losses? (Good/Bad)		when all relevant documentation is received supply can be provided within 30 days
How soon does the municipality provide a quotation to a customer upon a written request? (days)		when all relevant documentation is received supply can be provided within 30 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		when all relevant documentation is received supply can be provided within 30 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		when all relevant documentation is received supply can be provided within 30 days
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		when all relevant documentation is received supply can be provided within 30 days
<b>Sewerage Service</b>		
Are your purification system effective enough to put water back in to the system after purification?		Yes
To what extend do you subsidize your indigent consumers?		Full package free
<i>How long does it take to restore sewerage breakages on average</i>		
Severe overflow? (hours)		3 to 5 hours
Sewer blocked pipes: Large pipes? (Hours)		2 to 3 hours
Sewer blocked pipes: Small pipes? (Hours)		1 to 3 hours
Spillage clean-up? (hours)		2 to 3 hours
Replacement of manhole covers? (Hours)		2 to 3 hours

Standard	Description	Service Level
<b>Road infrastructure Services</b>		
Time taken to repair a single pothole on a major road? (Hours)	Response time for temporary repairs 3 hours, permanent repairs response time 3 days, permanent repair time +3 hours dependant on pothole	
Time taken to repair a single pothole on a minor road? (Hours)	Response time for temporary repairs 3 hours, permanent repairs response time 3 days, permanent repair time +2 hours dependant on pothole	
Time taken to repair a road following an open trench service crossing? (Hours)	Response dependant on work load between one and three weeks. Physical repairs in hours dependant on work extent, up to 8 hours.	
Time taken to repair walkways? (Hours)	Response time for temporary repairs required 5 hours, permanent repairs response time 5 days, permanent repair time +2 hours dependant on extent of work	
<b>Property valuations</b>		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One Month	
Do you have any special rating properties? (Yes/No)	No	
<b>Financial Management</b>		
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase	
Are the financial statement outsources? (Yes/No)	No	
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes	
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30days	
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Procurement plans are only done on an annual basis	
<b>Administration</b>		
Reaction time on enquiries and requests?	1-14 days depending on nature	
Time to respond to a verbal customer enquiry or request? (working days)	1 day	
Time to respond to a written customer enquiry or request? (working days)	7 days	
Time to resolve a customer enquiry or request? (working days)	14-30 days depending on nature	
What percentage of calls are not answered? (5%, 10% or more)	15 0%	
How long does it take to respond to voice mails? (hours)	24 hrs	
Does the municipality have control over locked enquiries? (Yes/No)	No	
Is there a reduction in the number of complaints or not? (Yes/No)	No	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Often as necessary	
<b>Community safety and licensing services</b>		
How long does it take to register a vehicle? (minutes)	3 minutes	
How long does it take to renew a vehicle license? (minutes)	3 minutes	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	3 minutes	
How long does it take to de-register a vehicle? (minutes)	3 minutes	
How long does it take to renew a drivers license? (minutes)	30 minutes	
What is the average reaction time of the fire service to an incident? (minutes)	5- 7 minutes	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A	
<b>Economic development</b>		
How many economic development projects does the municipality drive?	12	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	1	
What percentage of the projects have created sustainable job security?	Not in a position to indicate percentage as the project impact will only be measured in 3 years from implementation.	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No approved incentive available	
<b>Other Service delivery and communication</b>		
Is a information package handed to the new customer? (Yes/No)	No	
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes	
Are customers treated in a professional and humanly manner? (Yes/No)	Yes	